



Keefe Commissary Network Inmate Kiosk

Touch to select a grievance type

Informal Complaint

Grievance

Appeal

Once a Form is
Selected, Press
< Continue >

Log Out

Main Menu

Continue

Inmate Grievance - Submit New Grievance

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF CORRECTION
INMATE GRIEVANCE FORM

INSTRUCTIONS:

- 1.Refer to 103 CMR 491, Inmate Grievance Policy.
- 2.In Block B, give a brief and understandable summary of your complaint/issue.
- 3.List any actions you may have taken to resolve this matter in Block C.
Be sure to include the identity of staff members you have contacted.
- 4.Provide a Requested Remedy in Block D.

INMATE'S NAME:

John Doe

INMATE'S NUM:

123456

DATE:

03-21-2012

INSTITUTION:

COTTON

DATE OF INCIDENT:

03-19-2012

A. EMERGENCY:

☒ Yes

Touch-Type
Information
Here

Touch the
Elevator Bar to
Proceed to the
next page

Cancel

Submit



Inmate Grievance - Submit New Grievance

DATE OF INCIDENT:

A. EMERGENCY:

☐ Yes

☒ No

B. GRIEVANCE TEXT:

Shower head broken in Pod B for three days – unable to maintain cleanliness

Touch the
Elevator Bar to
Proceed to the
next page

C. GRIEVANCE ACTION:

`	1	2	3	4	5	6	7	8	9	0	-	=	Bkspc
Tab	q	w	e	r	t	y	u	i	o	p	[]	\
Caps	a	s	d	f	g	h	j	k	l	;	'	Enter	
Shift	z	x	c	v	b	n	m	,	.	/		Shift	
Space													

Cancel

Submit

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C. GRIEVANCE ACTION:

Notified Pod Officer two days ago

D. GRIEVANCE REMEDY:

Touch the
Elevator Bar to
Proceed to the
next page

`	1	2	3	4	5	6	7	8	9	0	-	=	Bkspc
Tab	q	w	e	r	t	y	u	i	o	p	[]	\
Caps	a	s	d	f	g	h	j	k	l	;	'	Enter	
Shift	z	x	c	v	b	n	m	,	.	/		Shift	
Space													

Cancel

Submit

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D. GRIEVANCE REMEDY:

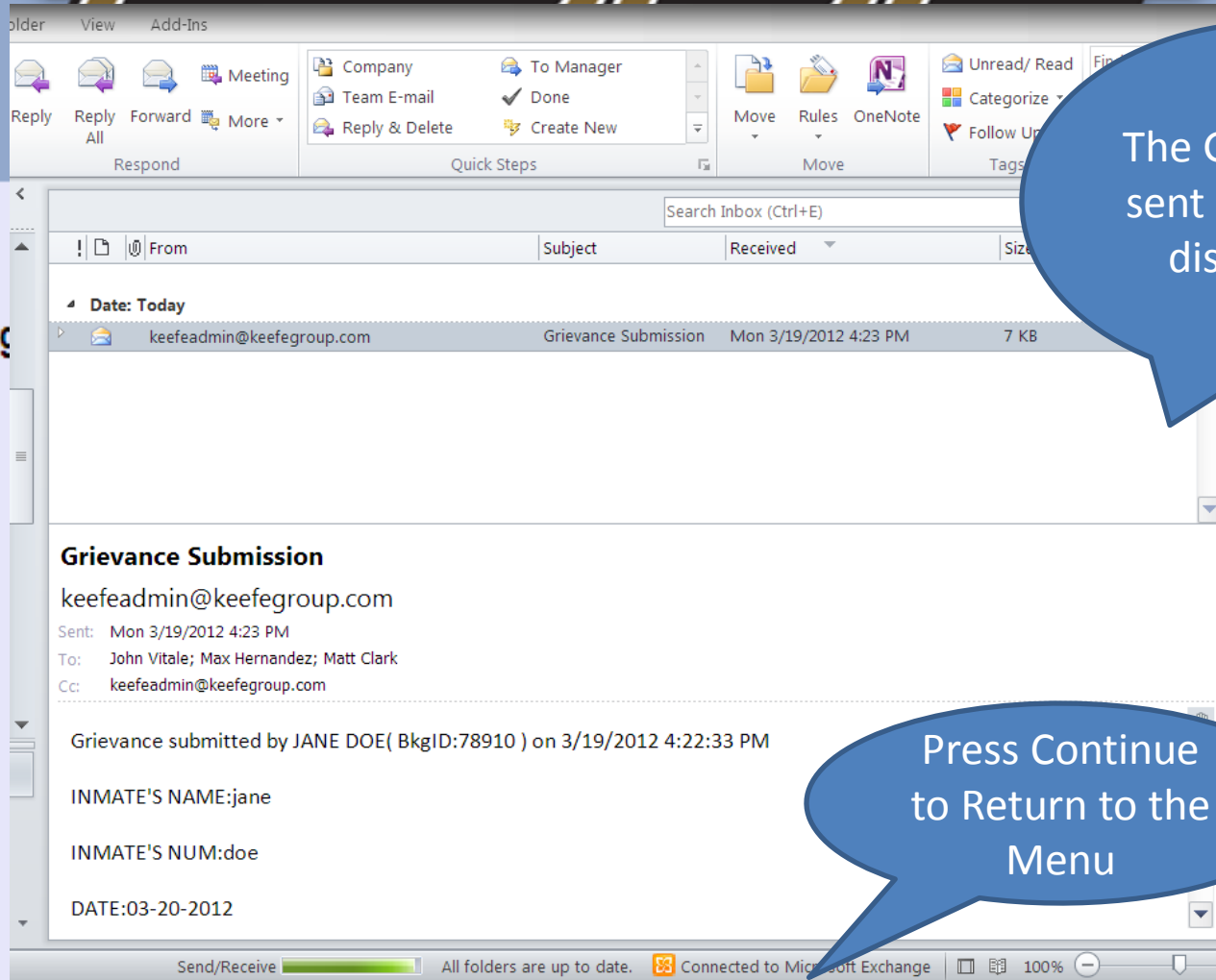
Repair shower head

Press
<Submit>

Cancel

Submit





The Grievance is sent to an email distribution

Press Continue to Return to the Menu

Your g

Offender Communication Center

Logged in as: John Smith

My Messages

Filter Messages:

ALL



New Message

DATE	Sender	Conversation Topic	Reference #	Status
Sat 11/18/11 6:53 AM	Doctor Lewis	Medical Question	123445	OPEN
Subject: RE:I think I have an eye infection Message: [Doctor Lewis:] I went ahead and wrote a prescription for some eyedrops.				
Sat 11/18/11 6:53 AM	Myself	Work Programs	123483	OPEN
Subject: Job Message: I'd like to see about getting a job.				
Sat 11/18/11 6:53 AM	Myself	Legal Request	123788	CLOSED
Subject: Lawyer Message: Never mind, I forgot I had a meeting scheduled for next week.				

This new feature will allow two-way communication
between inmates and staff members
COMING SOON!
(Requires upgrades to kiosk software, server, and network policies)

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